



STATE OF WASHINGTON
OFFICE OF THE FAMILY AND CHILDREN'S OMBUDS

6840 FORT DENT WAY, SUITE 125
TUKWILA, WA 98188
(206) 439-3870 • (800) 571-7321 • FAX (206) 439-3877

To: Sue Langen, WaTech
From: Patrick Dowd, OFCO Director
Date: January 29, 2016
RE: Accountability of State IT Systems

1. Inventory of critical IT systems managed by OFCO
 - a. OFCO utilizes a complaint database to record information, activities and outcomes of complaint investigations. OFCO is required to maintain the confidentiality of complaint investigation related information and shall not further disclose or disseminate the information except as provided by applicable state or federal law.
 - b. OFCO has read only access to, **but does not manage**, DSHS/Children's Administration case management information system (FamLink).
2. Known issues and change requests to OFCO's Complaint Database are identified by OFCO staff, and discussed with and prioritized by the OFCO director. Upon approval by the OFCO director, issues and change requests are sent to Ross Gonedridge, WaTech.

3. "Business Owner" for the OFCO Complaint Database is:

Jessica Birkliid, MPA
Special Projects/Database Coordinator
Office of the Family and Children's Ombuds
6840 Fort Dent Way, Suite 125
Tukwila, WA 98188
206-439-3870